

ABSTRACT OF THE DISCLOSURE

Transmission-record information is created based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service. The
5 transmission-record information is then transmitted to an operator terminal device that responds to the first user call or a second user call different from the first user call. The second user call is another call from a user who has transmitted the first user call by the user communication device.

10